

# RESIDENT MANAGER: FULL-TIME



*Community Corporation of Santa Monica (CCSM), owner and operator of affordable housing throughout the city of Santa Monica is currently hiring a full-time Resident Manager. This new positions will ensure that the assigned property is managed effectively, and our residents are well served.*

## **Position Summary**

The Resident Manager ensures that his/her assigned properties are managed effectively, and Community Corp.'s residents are well served. Resident Managers must regularly interact with Community Corp. staff and tenants/residents and manage and address all issues that arise at the assigned properties in a timely manner.

## **Essential Position Responsibilities**

- Timely collection of rent and delivery to the main office
- Pick up prepared notices and post promptly
- Enforce landlord rules, lease provisions and parking agreements
- Ensure compliance with Fair Housing Laws
- Prepare detailed written reports of accidents, injuries, or incidents on the properties and submit them to the corporate office
- Oversee the assigned properties including writing and submitting work orders and follow-up on requested maintenance
- Provide excellent customer service to residents, staff and vendors; promptly resolve issues and concerns
- Assist with move-in/move-out administration
- Ensure that the Property Supervisor remains informed about the properties and any issues or problems and prepare and deliver any required documentation and reports
- Maintain curb appeal of the properties
- Perform regular risk management assessments of the properties (by walking through the properties on a daily basis)
- Proactively seek to resolve tenant/resident concerns quickly
- Maintain resident rosters and parking plans
- Reside at the assigned property (if applicable)
- Monitor pool water levels (if applicable)
- Oversee community room scheduling and maintenance (if applicable)
- Please note CCSM has a NO pet policy.
- Other responsibilities as assigned from time to time

## **Compliance**

Full-time onsite Resident Managers must be able to income qualify applicants for affordable rental housing where rents and incomes are restricted by government programs, including but not limited to the Low Income Housing Tax Credit (LIHTC) program, California Department of Housing and Community Development (HCD), and other local jurisdictions by gathering appropriate data/documentation from applicants, and verifying the accuracy of such data/documentation.

The full-time onsite Resident Managers will also be responsible for processing and completing annual resident income recertification paperwork. Resident Managers must be able to promptly, thoroughly and accurately complete paperwork for applicants and residents to ensure compliance with regulatory agreements.

## **Essential Compliance Responsibilities**

- Pre-qualify applicants according to the regulations dictated by various funding programs for affordable housing such as LIHTC and HCD
- Prepare and verify applicants move-in files
- Prepare and review household's annual re-certifications
- Assist and help prepare for audits by funding agencies
- Maintain organization of applicant and resident files
- For households with Section 8 vouchers, complete paperwork and follow processes
- File, scan, copy and mail third party verifications
- Contribute to team efforts by assisting when needed

## **Skills**

- Certification to lease properties financed with low income housing tax credits preferred
- Must be detail oriented and organized and able to produce timely and accurate documents
- Able to work on multiple projects simultaneously
- Excellent written and verbal communication
- Excellent math skills
- Knowledge of fair housing rules and regulations, relevant California statues and rent control requirements as they apply to the leasing of rental housing for low income applicants
- Strong information technology skills in Microsoft Word and Excel; knowledge of Access or YARDI a plus, but not required

## **Education and Experience**

- A high school diploma/GED and/or equivalent work experience; some college preferred
- Must have at least five years' experience as an onsite resident manager with affordable housing programs and leasing experience

## **Physical Requirements**

This position will require daily use of office equipment and moving around an office environment. Resident Manager must be able to physically walk and survey and inspect the properties daily. Will be exposed to outdoor elements. Must be able to lift, push and/or pull up to 15 pounds. Must be able to push and maneuver trash bins/cans.

## **Supervisory Responsibilities**

None

## **Office Location/Work Schedule/Work Environment**

The Property Manager's office is located in Santa Monica close to the Third Street Promenade and a short walk to the Santa Monica Pier and beach. The office is a business-causal yet professional and productive work environment.

## **Travel Requirements**

Travel primarily in Santa Monica to visit properties in the Community Corp. portfolio and to visit the corporate office. There will also be occasional travel outside the City for trainings and seminars.

Must possess and maintain a valid California driver's license, insurance as required by law and an acceptable driving record.

## **Benefits**

Benefits include medical, dental and life insurance, as well as paid holidays, sick and 4 weeks' vacation. All new hires must successfully pass a background check.

## **How to Apply**

Please send cover letter and resume to [resumes@communitycorp.org](mailto:resumes@communitycorp.org)

## **An Equal Opportunity Employer**

Tenant Selection Criteria can be found at [www.communitycorp.org](http://www.communitycorp.org) (Forms and Documents Tab)